



ATTORNEY DOCKET NUMBER  
062891.0406

PATENT  
09/579,331

8/A  
smc  
5/17/04

1

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of: Roger V. Beathard, et al.

Serial No.: 09/579,331

Filing Date: May 25, 2000

Group Art Unit: 2642

Examiner: Thjuan P. Knowlin

Title: SYSTEM AND METHOD FOR ROUTING CALLS ACROSS  
CALL MANAGERS USING A ROUTE PLAN

RECEIVED

JAN 09 2004

Technology Center 2600

**MAIL STOP NON-FEE AMENDMENT**

Commissioner for Patents  
P.O. Box 1450  
Alexandria, Virginia 22313-1450

CERTIFICATE OF MAILING  
BY EXPRESS MAIL

I hereby certify that this communication is being deposited with the United States Postal Service "Express Mail Post Office to Addressee" under 37 C.F.R. § 1.10 on the date indicated below and is addressed to The Commissioner For Patents, P.O. Box 1450, Alexandria, Virginia 22313-1450.

*Willie Jiles*

Willie Jiles

Date: December 31, 2003

Exp. Mail Receipt No. EV 323454643 US

Dear Sir:

**RESPONSE PURSUANT TO 37 C.F.R. § 1.111**

In response to the Office Action mailed October 28, 2003, Applicants respectfully request the Examiner to reconsider the rejection of the claims in view of the comments and amendments set forth below.